

**HER MAJESTY'S
SERVICE**

**Royal warrant
for Bluebird**

**THEN THERE
WERE SIX**

**Cutback for
Traffic Areas**

CBW

Coach and Bus Week

The PSV industry's news weekly • 22 June 1996 • Issue 223

CBW classified
Good for business

**TROUBLE ON
THE BUSES**

**Coping with
rowdy pupils**

CRACKDOWN

Enforcement agencies get tough

**All the PSV news 4-9 • Legal News 10&13 • Tour News 14 • Marksman 16&17
• Diary 19 • Letters 20 • Schools Special 23-25 • Deals 26&27 • People 47**

Quality

USED COACHES

1989 (April) DENNIS JAVELIN 12M PLAXTON PARAMOUNT 3200

53 reclining seats, brown/red/orange/yellow chevron moquette, courier seat, tinted side windows, power entrance door, drop driver, finished white/red/black.
M.O.T. 3rd April 1997.

1989 (February) DENNIS JAVELIN 12M DUPLÉ 320

51 reclining seats, brown/yellow/orange moquette, rear nearside floor mounted toilet, tinted side windows, power operated entrance door, finished white/orange/red.
M.O.T. 13th May 1997.

1985 (April) DAF SB 2300 12M PLAXTON PARAMOUNT 3200

53 reclining seats, grey/red moquette, tinted side windows, curtains, power operated entrance door, finished all white.
M.O.T. 27th March 1997.

1983 (June) VAN HOOL ASTRON (MAN) 12M

60 reclining seats (recent retrim), Holdsworth brown graffiti moquette, courier seat, drivers berth, wired for TV/Video, drinks machine, toilet, tinted side windows, curtains, power operated entrance door, finished all white.
M.O.T. February 1997.

1984 (May) LEYLAND TIGER 12M DUPLÉ CARIBBEAN

46 reclining seats, brown/orange moquette, rear offside sunken toilet with continental door, rear servery, double glazed tinted side windows, power operated entrance door, courier seat, semi-automatic gearbox, finished white.
M.O.T. 21st June 1996. Will re-test.

1983 (June) LEYLAND ROYAL TIGER DOYEN 12M

50 reclining seats RECENTLY RETRIMMED in brown/red/orange moquette, courier seat, tinted double glazed side windows, power operated entrance door, semi-automatic gearbox, driver's fan, finished all white.
M.O.T. 12th September 1996.

1982 (June) LEYLAND TIGER 12M DUPLÉ GOLDLINER IV

49 reclining seats, brown/orange moquette, courier seat, rear continental door, tinted double glazed side windows, power operated entrance door with peage window, rear offside sunken toilet, drinks machine, crew compartment, finished white/red.
M.O.T. 7th March 1997.

1979 (May) LEYLAND LEOPARD 12M PLAXTON SUPREME

57 seats, red striped moquette, tinted side windows, power operated entrance door, finished cream/maroon.
M.O.T. June 1997.

1987 (May) BOVA FUTURA FHD 12M

49/53 reclining seats, brown/orange/yellow moquette, courier seat, centre sunken demountable toilet with continental door, drinks machine, tinted double glazed windows, power operated entrance door, finished cream/red/yellow.
M.O.T. 18th February 1997.

1987 (April) TOYOTA OPTIMO

19 seats, red striped moquette, tinted side windows, power operated entrance door, finished all white.
M.O.T. 14th May 1997.

1985 (February) VOLVO B10M BERKHOFF EMPEROR

60 reclining seats, red striped moquette, courier seat, toilet, drinks machine, tinted double glazed side windows with blinds, power operated entrance door, finished cream/maroon.
M.O.T. June 1997.

1988 (March) BEDFORD YNV 12M DUPLÉ 320

52 reclining seats, brown/yellow/orange moquette, rear nearside floor mounted toilet, drinks machine, tinted side windows, power operated entrance door, finished white/blue.
M.O.T. 30th January 1997.

1988 (March) BEDFORD YNV 12M DUPLÉ 320

52 reclining seats, brown/yellow/orange moquette, rear nearside floor mounted toilet, drinks machine, tinted side windows, power operated entrance door, finished white/blue.
M.O.T. 18th September 1996.

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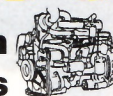
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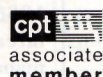
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Good to be green

GREEN Transport Week has been used as an extremely effective stimulus for the launch of several public transport initiatives. These range from the 'Don't just sit there fuming' campaign on the back of over 200 buses to the introduction of CNG MetroRiders in Cambridge.

It's more than coincidental that operators, manufacturers and suppliers should simultaneously latch on to the business opportunities resulting from a themed announcement.

Not only has there been a big increase in the number of launches and public statements this year, but their significance will have a lasting effect.

CNG in particular is given a major boost.

The offer from British Gas of a free gas station takes away one of the major hurdles to going down the CNG route.

Hence Cambridge joins Bristol, Southampton and Reading, while WMT is converting one of its busiest services to gas power next year.

Need this be the sole prerogative of the big groups?

Clearly not. Stagecoach Cambus runs just two CNG buses. WMT's first throw will be with 14.

Consequently, smaller companies should not consider themselves excluded from the drive for a cleaner future and the positive benefits for coach

and bus operators that will be the inevitable result.

Volvo reminds us that you don't need to think of alternative fuels to gain green credentials. It is offering a free environmental health check to its customers' vehicles. Exhaust emissions will be tested and, in a symbolic gesture, the company is giving a seedling as a reminder of the growing responsibility we all share for the future of the planet.

There is no doubt that the trend now favours the coach and the bus. It appears that cars have an unacceptable 'global footprint'.

Gatwick, for example, is taking the problem by the scruff of the neck. Already, more than a third of the airport's 23 million passengers a year travel to the airport by public transport. The aim is to increase this to 40 per cent and encourage more of its 25,000-strong workforce to leave their cars at home.

It's all good news for operators.



Mike Morgan
Editor

events

27 June: Seatbelt retrofitting, a BUSK morning seminar, 10.15am, 7 Millbank, London. Cost - £25 payable to BUSK, Usk, Gwent NP5 1SP

2-6 September: The 24th European Transport Forum, Brunel University, Uxbridge, London. Details from PTRC tel 0181 741 1516/fax 0181 741 5993

14-15 September: UK Bus Driver of the Year Final, Princes Parade, Blackpool. Details from Margaret Buckley, Bus and Coach Training Ltd, tel 01923 896607

16 September: Coaching For Pleasure Day, Legoland, Windsor. Details from Derrick J Alsop tel/fax 0115 973 2260

22 September: Amberley Museum Open Top Bus Show, Houghton Bridge, Amberley, West Sussex. Details from Howard Stenning, tel 01798 831370, fax 01798 831831

1-3 October: Expocoach, Hall 3, NEC, Birmingham. Contact show manager, Mark Griffin on 01926 888123, fax 01926 888004

17 October: Buses Worldwide meeting, Fred Tallent Hall, Drummond Street, London NW1. Details from Ian Johnston, 3 Cypress Drive, Fleet, Hants, GU13 9HE

21-22 October: CPT annual conference, The Park Hotel, Cardiff. Details on 0171 831 7546/fax 0171 242 0053

21-24 October: Mitcar, Paris, Porte de Versailles, details on 00 33 1 41 29 97 27 fax 00 33 1 41 29 96 68

23-27 October: Autobus Rai 96, MECC, Maastricht, Holland. Details, tel 00 31 20 549 1212/fax 00 31 20 646 4469

5-7 November: GNSS 96 — Global Navigation Satellite Systems Conference, The Church House Conference Centre, Dean's Yard, Westminster, London SW1P 3NZ. Details from The Director, tel 0171 589 5021/fax 0171 823 8671

23 November: CBW Coach Industry Awards, Purbeck Hall, Bournemouth. Entry forms must be returned before 31 July. Details on 01733 467139

Coach

Anger at press 'distortion'

by Mike Morgan

PREDICTABLE alarmist headlines have angered coach operators who were caught up in the high-profile Operation Tourist coach safety crackdown.

Although the vast majority came out with a clean bill of health (CBW, 15 June), sample headlines in local newspapers paint a picture of an industry running dangerous vehicles. "Police blitz on faulty coaches" said the Torquay-based *Herald Express*, claiming one in three coaches had defects. Another West Country paper said: "Faults on 1 in 8 coaches - police."

Good ops pay price for rogues



Safety blitz: be prepared for more checks

"We know coach travel is four times safer than cars but what sort of a message does it send to the public reading about spot checks throughout

the land?" said Bob Wiper, vice chairman of The Coach Association. "Much as we appreciate that these tests are a necessary evil to kick the rogue operators into action, the quality-driven operators who take safety very seriously get caught up in the exercise."

A CPT spokesman said: "Yes, we can be pleased that the results were better this year but nevertheless we can't be too self-congratulatory if there are vehicles being given immediate prohibitions."

The safety blitz is almost certain to continue with peak holiday weekends a likely target.

Coach and Bus

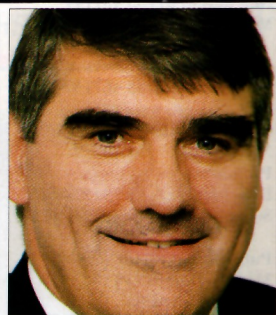
FirstBus profits soar

BRITAIN'S largest bus group, FirstBus, has upped profits before tax 31 per cent to £32.5 million for the 12 months up to 31 March 1996.

Operating profit before ESOP, restructuring and other exceptional costs of £43.2 million produced an operating margin of 12.1 per cent. This compares with 10 per cent for the previous year and the group says that, at bus company

level, an operating margin of 13.6 per cent reflects good progress in streamlining the core business.

Although FirstBus acquired People's Provincial and 20 per cent of Mainline during the year, the most significant additions to the group have been since 31 March - Greater Manchester Buses North, Portsmouth Transit and the offer for SBH of Glasgow.



Honour for chief exec

Coach and Bus

OBE for Lockhead

MOIR Lockhead, chief executive and deputy chairman of FirstBus, has been awarded an OBE in the Queen's Birthday Honours List for his services to the bus industry.

Now 51, he joined the bus industry straight from school aged 15 as an apprentice mechanic. After working for several groups as supervisor, engineering manager and in distribution, he was appointed general manager of Grampian Regional Transport in 1985. One year later, he became managing director.



Coach and Bus

Traffic offices cut from eight to six

THE number of Traffic Area Offices is being cut from eight to six with the closure of Cardiff and Manchester in 1997.

The move has been strongly criticised by Greater Manchester PTE, which has lobbied for the reinstatement of the North Western traffic commissioner since the retirement of Martin Albu at the end of 1995.

Steven Norris, minister for local transport, argues that reorganisation of workload and increased use of information technology can lead to a more

efficient and effective service to operators.

However, consultation on the redistribution between the remaining offices has been promised.

The traffic commissioner current vacancy in the Western Area Office will be filled, leaving offices in Edinburgh, Leeds, Birmingham, Cambridge, Bristol and Eastbourne.

Chairman of GMPTE Joe Clarke said: "I am outraged by this short-sighted action. Quality and safety standards have, on a number of recent

occasions, been shown to be severely lacking — there is no way this move will do anything to improve matters. Indeed this leaves the largest metropolitan bus network outside London without any direct regulator."

Mr Clarke asks if the rationalisation will mean fewer vehicle inspections.

He said: "It is already the case that people often do not get satisfactory responses to complaints about bus drivers and bus companies from the traffic commissioner."

▼ Coach and Bus

Bedwas bought by UVG

THE expansion programme by UVG has continued with the purchase of Bedwas from Securicor.

The deal, announced by chief executive Tony McClellan, pushed the group turnover to more than £46 million and establishes it as one of Britain's biggest private engineering concerns.

UVG, already the country's largest manufacturer of ambulances, added coach and bus bodybuilding to its portfolio when it took over WS Coach-builders of Waterlooville, Hampshire, last year.

Bedwas achieved annual sales of nearly £11 million and adds three new products to the UVG range — cash-in-transit security vehicles; protected personnel carriers for the prison service; and welfare vehicles similar to the Mobilis (as tested in CBW, 15 June).

Its former managing director, Tom Little, stays with Securicor and manufacturing director Geraint Jones-David becomes operations director.

The company will continue to supply Securicor for the next three years and is expected to work closely with the existing coach and bus building design team based in Waterlooville.

▼ Coach and Bus

Last of the big deals?

Cowie bids £282m for British Bus

by Mike Morgan

COWIE'S surprise takeover of British Bus — the third largest operator in the UK — this week looks set to be the last in an amazing series of bus mega-deals that has dominated the industry in recent years.

Cowie has agreed to pay £282.3 million for British Bus, funded mainly through a one for three share rights issue. A further £20 million payment is dependent on British Bus returning certain levels of operating profit at the end of this year.

In the calendar year 1995, British Bus made an operating profit of £34 million on turnover of £261 million. Cowie says that trading to date in 1996 is broadly similar to that of the same period in 1995.

"We believe that British Bus represents the last remaining opportunity for a major and strategic acquisition of an indepen-

dent business in the UK bus industry," said Gordon Hodgson, chief executive of Cowie.

The deal includes a condition and indemnities relating to the on-going Serious Fraud Office investigation into certain current and former directors of British Bus, including chairman and chief executive Dawson Williams, who owns 30 per cent of the company. However, Cowie's advice is that the investigation is unlikely to have a materially adverse impact on British Bus or the enlarged group.

Although British Bus runs 5,200 vehicles within bus businesses from Scotland to Kent, it does not have a major presence in London. On the other hand, Cowie's bus interests are confined to in and around London - Grey



From first in London to third in United Kingdom

Green, Leaside, South London and County Bus - and it does not expect the deal to be referred to the MMC.

Cowie estimates the deal will give it a market share of around 16 per cent, ranking third behind FirstBus and Stagecoach.

Following completion of the deal, Dawson Williams, and deputy chief executive Gordon Watt will leave the company. The

board of the enlarged company will then consist of Cowie chairman Sir James McKinnon; Cowie chief executive Gordon Hodgson; Cowie finance director, Steve Lonsdale; British Bus director and former eight per cent shareholder, David Martin; British Bus finance director, Adrian Jones; and British Bus corporate development director, Stephen Bayfield.

▼ Bus

Disability Act - 'sensible and achievable'



ACCESSIBLE transport was the focus of the Confederation of Passenger Transport's one-day Disability Conference. Operators, given the first opportunity to quiz Government officials on legislation, pointed out that it doesn't matter how accessible the bus is if the driver cannot get close enough to the kerb.

Local transport minister Steven Norris described regulations in the Disability Discrimination Act as "sensible and achievable."

Ann Frye, head of the mobility unit at the

DoT, was keen to stress that operators would be free to choose the access solution most appropriate for their type of operation. Philip Oxley of Cranfield addressed the issue of cost, Edward Stait from the mobility unit spelt out the detail, and manufacturers were represented by David Quainton of Plaxton and Adrian Wickens of Volvo.

An acceptable solution to wheelchair access on coaches was discussed and the debate questioned the need for sensitive edges where ramps are fitted.

CBW

In brief

BUSK seminar

A FEW places are left at the BUSK seatbelt retrofitting seminar being held at 7 Millbank, London on 27 June from 10.15am until midday. A crash investigator together with experts from MIRA, suppliers, fitters and insurance companies will debate the school bus seatbelt legislation. Details from Pat Harris on 01291 672488.

Deal cleared

ACQUISITION by CentreWest of the local bus operation of Q Drive has been cleared by the Secretary of State for Trade and Industry, who has followed the recommendation of the Director General of Fair Trading not to refer the merger to the MMC.

Plea to ABTA

ABTA has been urged by regional chairman John Bullock of European Travel Service to support the coach industry campaign to fight the outside lane ban. It is feared that extra costs forced on operators through longer journey times could make coach tours uncompetitive.

More spaces

STAGECOACH Devon has 25 further coach parking spaces at the Paris Street coach station in Exeter. Charges remain at £10 for the day and drivers have access to toilets and canteen. Details from Exeter Travel Shop on 01392 427711.

New-look 37

WEST Midlands Travel has extended its route branding to the 37 service which runs from Birmingham to Solihull. The new look started with Black Country route 529. Improvements include 15 new Volvo buses and day time frequency increased to every six minutes.

▼ Coach and Bus

Bluebird — blue blood

Royal Warrant for Scottish op

By Mike Morgan

ABERDEEN-BASED Stagecoach subsidiary Bluebird Buses has been granted the Royal Warrant of Appointment to Her Majesty the Queen as suppliers of coach and bus services.

Bluebird chairman Brian Souter said: "Since the railway between Aberdeen and Ballater was closed in 1966, Bluebird has provided transport for the Royal household

between Aberdeen and Balmoral when the Royal Family visits Balmoral Castle."

Neil Renilson, Bluebird managing director, said: "This is a great honour and privilege and we are very pleased that Bluebird Buses' long involvement in providing transport for the Royal house-



Flying high — by appointment to Her Majesty

hold has been acknowledged by the grant of this warrant. In particular it will be a source of great pride to our staff based at Ballater, Braemar and Aberdeen depots who are those who have been pri-

marily involved in the provision of coaches for Balmoral."

The company operates some 400 buses throughout Grampian, Tayside and the Highlands.

▼ Coach

Two companies win quality award

MCT Group Travel of Motherwell has joined the growing, but select, band of coach operators achieving ISO 9002 quality assurance.

Run by Ossie Heenan, MCT runs 15 vehicles and specialises in transport of the disabled and the elderly in addition to the incoming tourism trade.

Mr Heenan told CBW the company had turned to ISO 9002 accreditation because "a big percentage of our core work is with local authorities and the chief executives of the new North Lanarkshire and South Lanarkshire councils have said they are looking for quality-assured companies."

However, there's another motivation.

Mr Heenan said: "It's got a lot to do with pride and the fact that we are saying we are good at what we do. I think it's the only way forward."

MCT vehicles will display the ISO logo and Mr Heenan says the award has had a positive effect on his staff.

The company also has an on-going training programme — especially for the specialist side of its business.

■ Meanwhile, Heavy Duty Parts, the Retford-based stockist of coach chassis components, has likewise been awarded the coveted ISO 9002 quality assurance certificate.

Director Kevin Booth, who has equal shares in the business

with Jack Miles, told CBW the company started down the quality assurance path six months ago. He said: "We deal with major blue-chip companies who are asking for ISO 9002."

Mr Booth said Heavy Duty Parts was started two years ago and, after specialising in supplying niche markets in the UK, was now looking at strategies for getting into Europe.

He said: "We hope to go into France before the end of the year."

Before setting up Heavy Duty Parts, Mr Booth and Mr Miles were previously with Neoplan dealer Carlton PSV before moving to Stagecoach to set up its group purchasing division.



The camera never lied — but it clearly does now

▼ Coach

Scania into scanning

SCANIA is breaking new ground by helping operators create spectacular images to support their business. In its first example of what can be achieved, the company has employed leading-edge image-manipulation techniques to provide Birmingham-based operator, Bowens Travel, with a selection of composite pic-

tures for its tourist brochures showing its coaches apparently in front of famous UK landmarks.

Scania Bus & Coach UK md Don MacIntosh said: "These are the shots everyone wants but which have been virtually impossible to produce — until now — without the latest computerised techniques."



One small step...

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EXCEL, THE DETAILS ADD UP

Bus

Now Cambridge joins gas set...

Stagecoach Cambus running CNG MetroRiders

CAMBRIDGE has joined Bristol, Southampton and Reading in having natural gas-powered buses on its streets. Stagecoach Cambus has added two CNG-powered Optare MetroRiders to its fleet.

The buses are operating on the Cambridgeshire County Council-funded free shuttle service around Cambridge City Centre as part of a

By Noel Millier

Cambus, Cambridgeshire County Council and British Gas joint project.

Powered by a spark-ignition version of the Cummins 6B series adapted to run on natural gas, the 8.4-metre long MetroRiders have fuel cylinders under the floor, protected by the chassis members. The buses have

a range of around 150 miles between fuelling.

The launch of the two buses, attended by Stagecoach executive chairman Brian Souter and the chairman of Cambridgeshire County Council Joe Gluza, provided significant positive media interest.

Principle advantages of using compressed natural gas-powered vehi-



Fuel cylinders are positioned under the floor cles are environmental. The CNG engine produces almost no sulphur and particulates and reduced amounts of carbon monoxide, nitrogen oxide, non-methane hydrocarbons, carbon dioxide and benzenes

compared with diesel engines.

On the road the CNG MetroRiders are significantly quieter than their diesel-powered counterparts and have noticeably improved acceleration.

...meanwhile, in Camden

IN another pollution reducing initiative the London Borough of Camden, Camden Community Transport, and the Camden and Islington Health Authority have set up a trial using three CNG-powered and three battery-powered Iveco 49.12 Daily minibuses.

The gas-powered buses are the first using Iveco's in-house CNG engine. The £2 million project, known as the Camden ASTI (Accessible Sustainable Transport Integration) project, is part funded by Camden Council, the EC LIFE programme, the Department of Trade and Industry, and private-

sector partners including J Sainsbury.

Organisations developing the vehicles include Devon Conversions, MIRA, Wavedriver and Powergen and British Gas.

The six minibuses will operate for three years on the Camden Community Transport PlusBus network of semi routed scheduled wheelchair accessible dial-a-ride services. The project also involves the introduction of satellite vehicle tracking to give controllers up-to-the-second vehicle location information to allow the service to become more demand responsive.



Three-year trial for gas and battery power

Targets

GATWICK Airport has set targets for increased use of public transport by staff and passengers.

Although eight million passengers a year travel by train, coach or bus, the airport aims to increase this to 40 per cent of all passengers by AD 2000 and wants to encourage more of its 25,000-strong workforce to cut dependence on car use.

Initiatives include: 30 per cent staff discount on Nat Express services; travel warrant for Speedlink coaches; £7,000 subsidy for X38 East Grinstead service; computerised car share scheme; transport steering group; and two full-time transport managers.

Gas Station initiative is launched

SPEAKING at the launch of the Cambridge gas project British Gas NGV Manager Martin Carroll announced the launch of the Gas Station initiative.

Gas Station is a scheme launched by British Gas for the benefit of fleet users of CNG-powered vehicles which involves British Gas undertaking to supply and maintain, free of charge, fuelling facilities for the vehicles, provided the operators use fuel its supplies.

The initiative has been welcomed by Sir George Young, Secretary of State for Transport, who said: "There is no

doubt that the use of CNG as a road fuel has significant advantages over petrol and diesel, particularly in urban areas where road pollution problems are most prevalent.

"As with lead-free petrol during the 1980s, there are high development costs to be overcome before the use of CNG can become widespread.

"The Government's 15 per cent reduction in duty on CNG at the last Budget, while at the same time increasing duty on petrol and diesel, was an important start.

"Now the Gas Station package, launched by British Gas NGV, takes us

all a further step towards overcoming these initial obstacles."

In fact the UK Government has been slow to see the advantages or provide support for CNG although it is a British natural resource that can be provided to fuelling sites by pipeline without the need for either marine or road tankers.

Worldwide there are over a million CNG-powered vehicles and over 40 countries including Sweden, Canada, USA, Russia, Argentina and New Zealand have natural gas vehicle developments at an advanced stage.

Argentina has over

330,000 CNG-powered vehicles on the road as a result of the direct support of Government. In Europe Italy leads the way with 270,000 CNG-powered vehicles paying zero duty,

British Gas is campaigning for further significant reductions in duty on CNG to allow the UK market to be developed. It says reducing duty to the EC minimum would cost the Exchequer £185 million per year but bring £243 million of environmental and social benefits. The duty on CNG for vehicles in the UK is currently 340 per cent of the EC minimum.



▼ Awards

CNG for WMT's busiest routes

Fourteen gas Volvos ordered for £2 million

FOURTEEN Volvo gas-powered buses have been ordered for National Express bus subsidiary, West Midlands Travel.

Costing £2 million, the buses will be introduced in Spring next year and will be used on the seven-day-a-week service linking Wolverhampton

By Mike Morgan

and Walsall town centres — one of WMT's busiest routes.

Although these are the first Volvo gas buses for the UK, 150 similar vehicles are running in Gothenburg and Malmo in Sweden.

CNG is supplied direct from the existing gas infrastructure without the need for tanker deliveries. British Gas will install a gas station at the local WMT garage.

Phil White, WMT



Sweden today, Black Country tomorrow for Volvo gas power

md, said: "This sizeable private-sector investment by National Express in natural gas-powered buses is positive evidence of the group's determination to

be at the forefront of alternative fuel technology and another example of its commitment to high-quality public transport."

▼ Coach and Bus

Why Volvo's 'green' invite should take root

VOLVO operators not having the appropriate equipment are invited to take their coaches and buses to their local distributor or dealer for a free environmental

'Greencheck'.

The seven-point check takes about an hour and includes a test on exhaust opacity. After an initial three-month

period Volvo says it will be happy to continue the programme to meet customer demand.

Each invitation is accom-

panied by a seedling which can be planted out as a constant reminder of society's growing obligation to protect the environment.



▼ Advertisement

Nouvelle leads the way

Autobus Classique, the Rotherham based manufacturer, has experienced both success and frustration with its Mercedes 814D based 'NOUVELLE' midicoach. The product has been so well received since its launch last August that demand has outstripped capacity. The company targeted 50 units in the first 12 months of the model's production and despite being on target to exceed this amount by 20%, sales of a further 25% have still been lost in 1996 as a result of the product being sold out. Winning the coveted 'Midicoach of the Year' award last November has certainly increased interest in the product which has been supplied in eight model variants ranging from 24 to 33 seats featuring fixed and reclining seats, audio/video, tables, hot and cold drinks, toilet/washroom and the now famous luggage capacity up to 3.6 cubic metres. Over a third of deliveries have featured air conditioning and the product has recently benefited from the introduction of a peage window as standard in response to demand for continental tour work.

Hughes Daf is currently leading supplier into the market with 17 Nouvelles and there have been notable orders from Brents of Watford (3), Country Lion of Northampton (3), Atlantic Travel (2), Speedlink (8) and Bebbs of Llantwit Fardre who took delivery of 8 semi luxury bus models.

The 'Nouvelle' has received a vote of confidence from Mercedes Benz who have recently requested the bodywork for the Expocoach show exhibit/come demonstrator later this year based on the upgraded 814D T2W chassis which will feature a new engine, ZF gearbox, all round disc brakes, Telma retarder and rear air suspension. Models will be available to the market early in 1997. Autobus has already taken 10 orders for the upgraded model, which will incorporate minor front end redesign to the 'Nouvelle', for delivery next Spring. Capacity is being increased to meet the anticipated increased demand.

To further demonstrate confidence in the whole product range, including van conversions, Autobus has announced a free of charge three year warranty on its bodywork and to demonstrate its willingness to repay those who supported the launch of 'Nouvelle' into the market, has placed a three year cover on all 'Nouvelle' products already in the market place.

Full details of the entire model range are available from:

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Connaught PSV
Hughes Daf

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Tel. (01302) 770863
Tel. (01274) 681144

Fax. (01709) 701530
Fax. (01234) 740057
Fax. (01302) 771666
Fax. (01274) 651198



▼ Licensing

Renewal but with warning

GRAHAM James has had his O-licence renewed at a Cardiff public inquiry with a warning about maintenance standards.

Mr James, of 18 Gadlys Street, Aberdare, Mid Glamorgan, who trades as Doug James, appeared before South Wales deputy traffic commissioner Alan Bourlet. The licence duration had been cut at a previous public inquiry because of concerns about Mr James' maintenance record.

Mr Bourlet said he was concerned about that the local police had taken a licence identity disc from one of Mr James' vehicles and that, to date, it had not been returned. Claiming no reason had been given by the police, Mr James said he thought he was being victimised. He had been to the police station several times and the only information he was given was that further inquiries were being made.

Referring to the previous problems over maintenance, Mr James said he had been maintaining up to 50 council vehicles in addition to his own vehicles. It had been getting too much. Now he was down to 10 vehicles the quality of the service had picked up.

Mr James said he would like authority to operate more than the five minibuses and two single deckers applied for but Mr Bourlet said Mr James would have to make a variation application for any additional vehicles.

Renewing the licence, Mr Bourlet said he was pleased to see Mr James had put his maintenance problems behind him. However, if anything arose from the police inquiries, he should notify the Traffic Area Office.

▼ Operation

Ground rules laid down on operation of local services

Commissioner decides on definition of 'duplicate' services

by Michael Jewell

GROUND rules for the operation of registered local services have been laid down by Scottish traffic commissioner Michael Betts.

He made the ruling having decided to take disciplinary action against Clydeside Buses (CBW, 15 June) over the way the company had been operating certain of its local services.

Mr Betts said the Schedule to The Public Service Vehicles (Registration of Local Services) Regulations 1986 clearly set out that a service had to have a starting point and a finishing point.

Reference was made to the modifications of route for particular journeys. In other words short-workings had to be specified. Therefore, unless a short-working was specified, a vehicle had to operate over the whole route.

The Schedule offered an alternative between a time-specific timetable and a "frequent" service. In his view, operators could not have both and accordingly applications which included both in the future would not be accepted.

The Regulations provided for duplicates to be operated, but as close as possible to the scheduled journey. They made clear that duplicates could only be provided when

there was passenger demand at the time.

It was clear from that duplicates could only be operated when there was proven passenger demand. It appeared to him that, while route numbers were not mandatory, if a duplicate was necessary, it would show the same route number as on the vehicle it was duplicating.

The Regulations also required a service to

and a failure to operate a service between Gourrock and Trumpethill in accordance with its registered particulars.

For the company, Roderick McKenzie said the reports of the Traffic Area's bus monitors were not challenged.

Managing director Graham Torrance said the company was heavily involved in the provision of services on the corridor between Glasgow, Paisley, Johnstone and Kilbarchan.

four weeks to plan any service changes, given a total time of seven to 10 weeks. As part of the process of compiling fuel duty claims, the company required each depot to submit regular returns of lost journeys.

It was common practice to operate local bus services by means of multiple-linked registrations, said Mr Torrance. The Johnstone (Cochrane Castle, Burns Drive) Circular service, route 30, operated as a frequent service over the whole length of its route.

The Paisley (Cross) to Kilbarchan (Wheatlands) service, routes 36, 38 and 39, was operated as a timed service every seven to eight minutes at the time of the first monitoring exercise in October 1995 but was converted to a frequent service at the beginning of November.

'Route 37' was the designation used for those additional journeys operated between Paisley (Cross) and Johnstone (Thorn Hill) and then within Johnstone between Thorn Hill and Cochrane Road. The company had always considered the operation of 'route 37' to be legal.

Asked what route 37 did, Mr Torrance said it satisfied passenger demands between Paisley and Johnstone. He agreed it did not proceed to the terminal point of

Clydeside: -year tes ban

run local services as registered



Company warned by the Scottish traffic commissioner.

operate local services as registered

By Michael Jewell

missioner at a Glasgow disciplinary inquiry.

In deciding not to take any action over failures to operate a service between Gourrock and Trumpethill because of a serious shortage of drivers, Mr Betts said the company was not in breach of the regulations.

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Ruling made after disciplinary action against Clydeside

have a timetable. He felt it was ridiculous to have a service but to have no public timetable.

The company, of The Gatehouse, Porterfield Road, Renfrew, appeared before the commissioner at a Glasgow disciplinary inquiry to answer allegations it was in breach of the regulations in regard to the operation of its route 37, whereby additional journeys were operated over parts of two distinct registered services,

There were high passenger loadings before 9am, notably into Paisley and Glasgow.

There were 1,759 vehicle movements per day through Paisley Cross with a total of 37,000 miles operated each day. At Greenock there was a 10 per cent spare vehicle capacity with 15 per cent spare at Johnstone.

In addition to the statutory notice given to the traffic commissioner, it took between one and

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1993

1994

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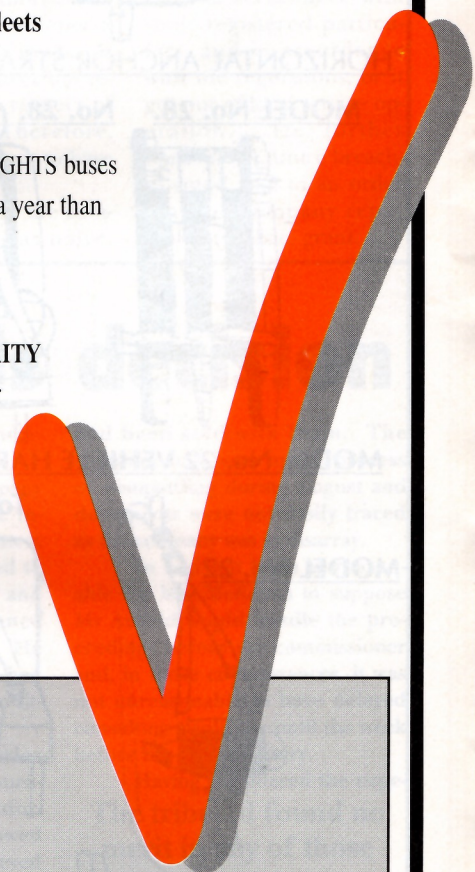


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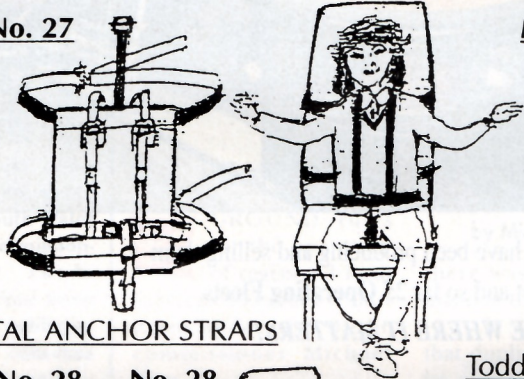
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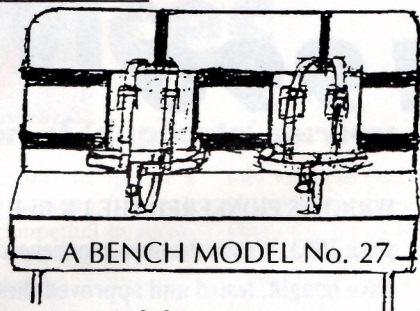
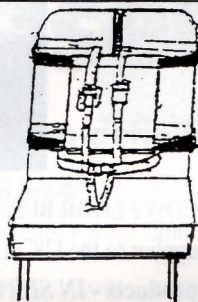
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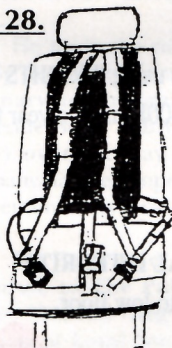
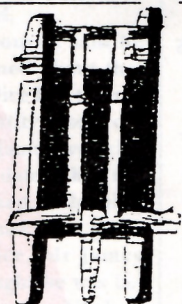


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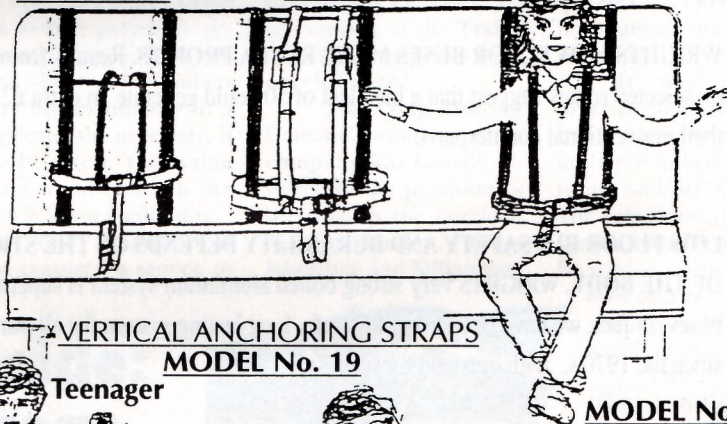
MODEL No. 28.

No. 28.



Toddler Size

Teenager to Adult



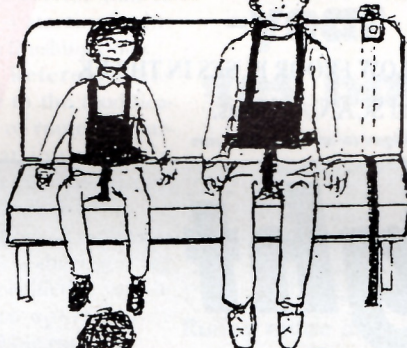
MODEL No. 22 VEHICLE HARNESS

MODEL No. 22



Toddler Size.

Teenager

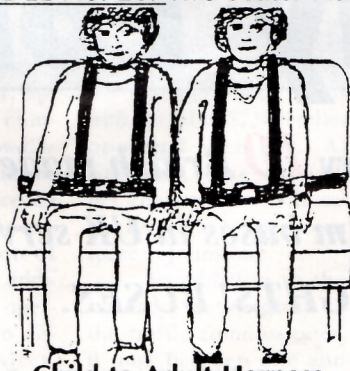


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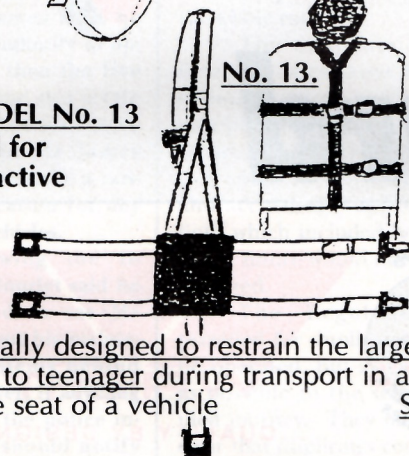
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...ground rules on local service operation

the Johnstone Circular service.

The commissioner pointed out that a service had to have a starting point, a finishing point and principal intermediate points which, in the case of the Johnstone ser-

A duplicate had to be justified by passenger demand at that time

vice, was from Cochrane Castle via Thorn Hill to Spateston. Therefore, route 37 was only part running. Thus it must be a 'duplicate' which, under the current regulations, had to be justified by passenger demand at that time. Bus monitors dur-

ing five separate monitoring exercises never saw any excess demand, such as waiting queues of passengers.

Mr Torrance conceded some journeys would be busy and others would not. He felt the market had increased on the Johnstone/Paisley corridor. Statistics showed 330 passengers were carried on each bus on an average day, averaging out at 26.5 passengers per single journey.

Mr Betts pointed out bus monitors travelling on the service had only found minimal use but Mr Torrance said many journeys were made before 9am before the monitors had started their observations.

The problems on

the Gourrock to Trumpethill service had been caused by a shortage of drivers at the Greenock depot. There was an establishment of 188 drivers at Greenock. From October 1995 until March 1996 they were between 18 and 25 drivers short of establishment.

Though overtime was worked, services did suffer. The company never employed sub-standard drivers and competition in the area made it more difficult to attract the right staff.

Since the appointment of a training manager in September 1995, the two training vehicles had been double shifted. Reductions had been made in the Trumpethill service and the company was con-

tinuing to address the problem. If necessary, the service would be reduced further.

Mr Betts said it was clear route 37 had contravened the Act, having only operated over part of the route. It had also operat-

Mr Betts described the company's actions as naive, even arrogant

ed as an unauthorised local service as it had operated as a through route. It also failed to meet the requirements in respect of duplication. Therefore, route 37 ought not to have been running.


Describing the company's actions as naive,

even arrogant, Mr Betts banned it from operating its route 37 and from operating any further services between Spateston and Paisley for a year. In addition, he required the company to re-register the Paisley/Kilbarchan service into its three component parts.

In deciding not to take any action over failures to operate the Trumpethill service, Mr Betts warned the company it either operated local services in accordance with their registered particulars, and in accordance with the regulations, or it got out of local service operation. He further warned that future breaches could lead to an order that the company repay fuel duty rebate grant.

▼ Appeal

Transport Tribunal upholds decision

 THE Transport Tribunal has upheld Eastern traffic commissioner Brigadier Compton Boyd's decision to revoke Mullover Ltd's 12-vehicle O-licence. It also upheld his decision to refuse to grant a fresh licence, and his order banning the company, and directors Mr and Mrs A McKenna, from holding or obtaining a licence for a year.

The company, of Hammond Road, Elms Farm Estate, Bedford, had appealed against the commissioner's decision, which had been made in the light of its maintenance record.

The tribunal said that, in the letter calling the company to a public inquiry, it was expressly stated the commissioner would require bank statements covering the previous three months together with details of any overdraft or other loan arrangements.

It stated the commissioner would require to be satisfied that the maintenance arrangements were adequate, and advised the company to consult its lawyer without delay. That letter gave the company almost two months in which to put its tackle in order.

A few days before the date

arranged for the public inquiry, solicitors for the company sought an adjournment to prepare the company's case, and a short four-day adjournment was granted.

It was clear, said the tribunal, the company had left things to the very last minute. The hearing was punctuated by a series of short adjournments to allow the company's solicitor to take instructions from its managing director, Mrs McKenna.

The commissioner made it

It was clear the company had left things to the very last minute

plain he would accommodate whatever such short adjournments were required, but would not entertain an adjournment to another day primarily because of the grave issues of public safety involved and because of the many weeks warning the company had of the inquiry.

In his decision, the commissioner found that any degree of unpreparedness was due to the company's misjudgment. He found that the vehicles had not been properly maintained and there was

no evidence they had been regularly inspected.

He pointed out the company had a long history of public inquiries to do with maintenance. He said the company had failed to meet the required standards and the preventative maintenance regime had at times collapsed. He found that any improvements had been minimal and it was all too little too late.

For the company, Charles Hackman argued that an adjournment to obtain the necessary information should have been allowed because the company had believed that a Mr Arnold, who had been the CPC holder and who had expressed an interest in taking over the company, would handle the hearing before the commissioner.

If the commissioner had the necessary financial information he would have made a different finding about the company's financial standing. The company had no opportunity to get the information because of what Mr Arnold had been saying about his wish to take over the business.

Many of the vehicles had been sold and the documents about preventative maintenance

had been sold with them. The company had been in the process of dismantling during August and documents were not easily traced as the company was in disarray.

It had not been unreasonable for Mrs McKenna to suppose Mr Arnold would handle the proceedings before the commissioner and, in those circumstances, it was not unreasonable to have delayed consulting a solicitor until the week before the public inquiry.

Having considered the expe-

The tribunal found no merit in any of those arguments

rience of the company, and those directing it, the explicit requirements set out in the call-up letter, and the length of time during which the company and its directors should have been actively preparing their case, the tribunal found no merit in any of those arguments. It thought the commissioner's decision was one any traffic commissioner, properly directing himself as to the law and the facts, could reasonably have taken.



▼ Europe

P&O adds sailings to Channel service

'Determined to build on market position'

COMPETITION in the hotly-contested cross-Channel ferry market stepped up a gear this week with P&O adding three extra return sailings on the Dover-Calais service until September.

As the ferry companies count the cost of the battle for long-term survival on the Eastern Channel crossing, P&O says it is determined to build on its market position at Dover where it claims 60 per cent of all traffic. Overall cross-Channel business

by Mike Morgan

grew by 25 per cent last year. P&O says it's a trend that will continue.

P&O's five ferries now operate four return sailings each between 7.30am and 11.30pm providing three additional returns until September. Each ship makes one overnight return.

Graeme Dunlop, P&O European ferries chairman, said: "By increasing frequency of service at busy times we will create a



On the crest of a wave: P&O claims 60% of all traffic

sailing schedule even more closely geared to when people want to travel.

"The flexibility of our fleet is such that we are the only operator able to introduce extra sailings at peak periods. Our Dover-

Calais superferries are unique in being purpose built for the route and, with their high operating speeds and extremely efficient port turnrounds, are able to adjust frequency to meet demand."



Sense of adventure: Top Deck changes tours emphasis

▼ Worldwide

Looking for adventurous

TOP Deck Travel hopes to revitalise its business by switching from budget holidays to tours themed around adventure activities. Starting with a relaunched Europe programme and rebranded, Top Deck Adventure for the 1996/7 season, all tours will include activities such as rock climbing, ballooning, white-water rafting and bungee jumping. The company has traditionally offered low-cost holidays for 18 to 38 year olds using old front-engined British double deckers.

▼ UK and Europe

Themed breaks success

WALLACE Arnold has responded to greater than expected customer demand for a range of five-day special interest holidays launched as a spearhead for its current British Summer programme.

Plans to increase the number of departure dates for many of its themed breaks together with new additions for the equivalent period next year have been brought forward for inclusion in its British and European Autumn/Spring package of 1996/7.

The themes include: sequence dancing, American line

dancing, walking, gardening, antique collecting, bridge, painting, ballroom and Latin American, churches, whist, photography, and social dancing.

Theme holidays manager, Jack Carlton, said WA was prepared for the maiden year of an introduction of this type to be one of consolidation. Apart from one or two themes which have been slower to take off, the level of bookings across the board for April, May, September and October — the scheduled periods for most of these holidays — had however, "far exceeded expectations."

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|-------------------------|-------------------------------|-----------|-------------------------------|---------|------------------------------------|-------------|------------------------------------|---------|------------------------|-------------|------------------------|
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Taking a fresh Package Travel

DTi *Question and Answer Guide* suggests

THE Department of Trade and Industry went through a process of consultation about a year ago on possible simplification to the Package Travel Regulations. By and large the travel industries did not want to see it made any easier for the existing loopholes to be further exploited and counselled there should be no change.

The DTi now says there will, therefore, be no legislative amendments. But it has produced a *Question and Answer Guide* to the regulations to supplement its earlier publication *Looking into the Package Travel Regulations*.

Both can be obtained from the DTi, free of charge, by telephoning 0171 214 0344.

While there is to be no change in the law, the new *Question and Answer Guide* does suggest some fairly revolutionary new thoughts on interpretation and application, which I will refer to in a moment.

What it does not do is give any further guidance on the matter about which the travel industry and group organisers would like firmer guidelines: what constitutes organising travel packages "occasionally".

It simply repeats the previous thought that the significant factor may not be the frequency with which this is done, but the regularity. Although the DTi does not say so, I have certainly heard it suggested that organising a package just once a year, but doing so year after year, might be seen as not being "occasional".

The new interpretations that particularly caught my eye are these: To fall within the scope of the Regulations a package must be "pre-arranged".

While this undoubtedly embraces packages bought from a brochure or advertisement, whether by individuals or as a group, the DTi does suggest that a package which is tailor made for a customer is not pre-arranged and, therefore, not caught by the Regulations.

On the face of it, this would seem to apply to packages specially created for group organisers, perhaps using hotels of their choice.

The DTi fails to make it clear whether this only applies to a package specially created for an individual customer, or whether it has a group application. For the crucial factor is determining who is the customer for the purpose of the Regulations. The definition of "customer" for these purposes is quite wide, ranging from the individual to the group buyer and anyone to whom a package is transferred.

In my opinion, even if a package is specially created for a group organiser, but they are going to then sell places to individuals, this would still have to comply with the Regulations. If, however, a package was created specially for a client who already had a full complement of passengers (ie there was no re-selling involved), the Package Travel Regulations might not apply.

The DTi consultation asked if the



Firmer guidelines needed on what is meant

Regulations should be altered to save bodies that could not realistically become insolvent (like schools and colleges run by local authorities) from having to give security for customers' money through bonding, insurance or the trust account options.

As far as I am aware the travel trade objected most strongly to this opportunity for schools and colleges to be able to compete with the travel industries on more favourable terms. The DTi has not exactly ignored this anti-competitive point. Rather, it has simply decided that the interpretation of the words in the

Regulations makes it unnecessary for this class of travel packager to adopt the regulatory forms of giving security.

With great regret I conclude it is right, all that the Regulations require (and, indeed, the EC Directive from which they stem), is that the packager must at all times be able to provide sufficient evidence of security to refund clients' money. Although it is schools and col-

'In my opinion, even if a package is specially created for a group organiser, but they are going to then sell places to individuals, this would still have to comply with the Regulations'



To be in scope, package must be pre-arranged

Look at the Regulations

some 'fairly revolutionary' new thoughts



nt by 'occasionally' organising packages

leges the DTi uses as examples, presumably the principle can be applied to local authority day centres, residential homes, OAP group dwelling schemes, or local authorities (eg twin town visits).

On the question of who can be a trustee of a trust account, the DTi confirms what I have always believed: that it is good practice for it to be a person not connected with the tour operator, but it certainly does not have to be a bank. It can, in fact, be absolutely anyone. The important point is that, when they are acting in their capacity as trustee they, legally, owe their allegiance to the beneficiaries to the trust (ie the tour customers), not to an employer or business.

Although the Regulations in relation to trust account operation specifically require that "all monies paid over by a consumer under or in contemplation of a contract for a [travel] package are held ... by a person as trustee for the consumer ...", the DTi considers this obligation can be met by holding a single sum of money static in a trust account (ie not paying in every receipt and then withdrawing money when the tour has been executed) as long as the sum deposited with the trustee exceeds any prepayments on packages yet to be taken.

Although the sum of money involved might be quite large, this begins to make the trust account look a more interesting option — almost as a form of self-bonding. For it would remove the costs involved in ring-fencing each package and payment.

This, in turn, would minimise, or even eliminate, the cost of administering the trust. Furthermore, a far more attractive rate of interest would be attainable on the long-term investment of a static block of money than can ever be obtained for a fund having a constant inflow and exit of cash.

I know from questions put to me that many banks have not correctly understood their duties and responsibilities in relation to trust accounts. This guide makes it plain that, if the bank is not itself a trustee, unless it knows, or should have known, that trust funds are being misappropriated, it would not become liable as a constructive trustee.

There is one point in this guide which, while strictly correct, could be confusing. It says that the Regulations do not apply to packages sold in other countries by

'On the question of who can be a trustee of a trust account, the DTi confirms what I have always believed'

operators established in the UK (with the supplementary point that the EC Directive imposes requirements on other EC member states to have national legislation to the similar effect). My under-

standing is that any relevant package sold in this country, irrespective of who it is sold to, or the destination of the package, has to comply with the Regulations. The guide is, I think, making the point, that the Regulations will not apply if the actual place of sale is outside the UK. If it is in another EC member state, their national law implementing the Directive will apply (and this may well include different ways of giving security for pre-payments and the arrangements regarding price alteration); but if the sale is effected outside the EC, no package tour rules will apply at all.

This may be of some moment for operators involved with incoming tours, but it will involve application of the law of contract to determine exactly when, and thus where, sales were made. **CEW**



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Driver Pete fails to wear skirt to work

A SOUTHAMPTON Citybus driver is upset because he can't go to work in a skirt.

Driver Peter Benjamin, 37, says he was sacked after he asked Citybus managers if he could wear the company's regulation grey skirt instead of trousers.

CityBus describes the matter as "sensitive" and says it is investigating.

Mr Benjamin, who says he is standing up for the rights of

cross-dressers, is a member of the Southampton Mayflower Group for transvestites, transsexuals and crossdressers.

The group's chairwoman, Michelle King, told reporters in Southampton: "I think it is utterly deplorable the way Citybus has treated Peter."

However, others might think that the cautious low-key way Citybus has reacted shows very considerable tact and patience.

Red buses go green

PUBLIC transport in London moves up a notch or two in the culture league as an art exhibition celebrating the Friends of the Earth's 25th anniversary goes 'on the buses'.

Cowie Leaside's routes 38 and 73 are host to London's first 'green' mobile art and poetry exhibition.

Themed on Going Places and the Environment, the exhibition has the work of well-known artists, including Poet Laureate Ted Hughes and leading artist Peter Blake, on display for six months.



Haunting's undaunting to our Mike

CBW editor Mike Morgan has a dismal record of success in competitions, raffles, draws and lotteries, having won nothing more than a solitary Easter egg until recently.

However, to his great surprise, over the last year he has won twice. But he's not too sure whether this double success represents good fortune.

Last year he won the Dennis Dart driving competition and was shocked to find his reward was an unrehearsed part in a display of aerobatics at the Wroughton airfield.

Now, as a consequence of his name being pulled out of the hat, he is to be first to try out the new nail-biting ride at Drayton Manor Family Theme Park.

When the Haunting opens for business on 13 July, he will be there as special guest.

Undaunted by the prospect of riding on this new attraction, which is billed as a chilling cross between a ghost train and a roller-coaster, he is confident that the tide of fortune has changed in his favour.

Believing that things happen in threes, he is looking forward to buying his next lottery ticket - in 1997.

Meanwhile expect a full report on the Haunting in CBW on 20 July.

CBW

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LETTER OF THE WEEK



Safety assured of East Sussex school vehicles

From Geoff Evans

I feel it is necessary to respond to Tom Hawthorne's letter (*CBW*, 18 May) to you on the issue of 'Operation Coachman' in which he quite rightly raises the question of the safety of school-based minibuses.

It might help if I were to give readers some background information to the operation undertaken by Sussex Police and the Department of Transport on 1 May. The operation was initiated by the police and, on the day, one of my colleagues and myself attended the inspections which took place.

A total of 32 vehicles were inspected, 22 of which were hired by the education authority, two were providing local bus services, four were school-based minibuses and a further four were the responsibility of a private organisation.

In the event, 22 vehicles had defects of which three were issued with PG91s. Of these three vehicles, one was hired by the authority (the defect being constantly illuminated brake lights), one was hired privately by parents and one was a school's own minibus.

The most difficult part of the operation was handling the way the media wished to portray the operation. The press had been invited to attend by the police. While reporting the basic facts, the press also sought to draw the public attention to the safety (or otherwise) of vehicles used to transport children.

We responded to this by pointing out that only one vehicle had, in our view, a fault

which could be concluded to pose an immediate safety risk to passengers and this was not hired by the authority. However, the press articles did lead to some parents unjustifiably questioning the safety of vehicles used by the LEA and schools for the conveyance of children. In East Sussex, safety is of paramount importance and we have the utmost confidence in the operators from whom the vehicles are hired.

Turning to the specific issue raised by Tom Hawthorne, two schools voluntarily submitted their vehicles for checking. All four vehicles involved were found to have faults. Like Tom, I was led to believe that, in an emergency, the children could not have escaped through the back door as a catch was faulty.

I have subsequently established this was not the case. However, the simple fact remains a PG91 was issued. School minibuses are in the control and ownership of schools (and their governors) and the county council has no direct responsibilities for the vehicles, although guidance and advice is offered.

As a result of Operation Coachman, I wrote to all schools immediately to reassure headteachers and parents about the quality and standards of vehicles provided by operators in the county. At the same time, I drew their attention to the situation regarding school-owned minibuses, emphasising the importance of ensuring that such vehicles are always kept in good working order as well as

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Letter of the week wins a Corgi Classics model bus

reminding them of the support facility which the county provides.

Finally, Tom Hawthorne may not be aware the county council issued a press release on the afternoon of 'Operation Coachman'. Unfortunately, Meridian TV chose only to use the very last line of a two-paragraph press release and other papers were also selective. The most important part of the press release, in my view, was to say: "We are pleased with today's results, which show that parents in East Sussex can be confident about the safety of school transport provided by the county council."

Geoff Evans
Principal assistant
School Transport & Admissions
East Sussex County Council
Lewes
East Sussex

Closer look needed

From Chris Cheek

I read with great interest your story (*CBW*, 1 June) concerning the apparent sharp increase in bus industry profits during 1995 and in particular the fact PMT had leapt to the top of the profits league.

An assessment of industry profitability depends on careful analysis of company accounts, particularly in view of the changes to accountancy practice and the revaluation of assets which frequently take place following a takeover, of which there have, of course, been many over recent years.

Such exceptional items need to be extracted from calculations of profit margins before making a more accurate estimate of the actual amounts earned from running buses.

In researching company accounts for

our *Bus Industry Monitor* report, TAS carries out just such analysis and, in the specific case of PMT, has already identified an exceptional item in that company's accounts, involving a depreciation credit following an asset revaluation.

This would substantially reduce the level of profit achieved by the company (from 23.1 per cent to 8.3 per cent).

The industry is not well served by reports which do not take these special circumstances into account, and I would, therefore, suggest that your readers await the publication of *Bus Industry Monitor 1996* (currently scheduled for mid-July) before drawing too many conclusions about the state of the industry's profits.

Chris Cheek
Managing director
TAS Publications
Preston
Lancs

Model reproduction

From Stuart Render

Full marks to Corgi for including a National Express-liveried Van Hool Alizee in their recently-announced new range. However, readers (*CBW*, 15 June) may still be wondering why the picture of the proposed model doesn't look quite right. From the beginning, Corgi and ourselves have worked closely together to ensure the finished model will be as close as possible to the real thing, in this case a vehicle operated by Trathens. The *CBW* photo shows the results of the first casting. With further modifications in the pipeline, it is expected the finished model will look somewhat different.

Stuart Render
Press and public relations manager
National Express

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Pacifying pupils

Reasons for vandalism and violence and ways to combat them were explored by Dr Neil Frude with operators at a CPT Essex seminar partially funded by Essex County Council

VIOLENCE and vandalism on school buses was accepted by all present as a growing problem which, even if it could not be eradicated, must be checked to limit the risk of accidents or other serious incidents and to reduce costs to operators and stress to drivers.

It was emphasised stress could result in anything from illness and absenteeism through to quitting the job or even the industry (thus exacerbating the current shortage of drivers). As well as accidents being the direct result of distraction by pupil conduct, stress also reduced concentration, increased irritability and thus made drivers more accident prone.

Dr Frude said many behavioural problems were reactions against authority and were likely to be increased by the imposition of what pupils regarded as pointless rules and controls — especially if they were enforced in a dictatorial manner; or inconsistently; or showing discrimination.

He emphasised that often it was not the actual doing of the task that generated the real satisfaction to the perpetrators: it was seeing the result. This might be a person exploding with rage, responding in kind to abuse, or the reaction (whether supportive or otherwise) of observers. He spent some time discussing how people controlled would 'sus-out' how far they could go with those in charge of them and would also engage in the process of 'winding-up' in the hope of securing a reaction.

Applying what they had learned in a workshop session the course delegates considered things which had, or might usefully, be done to minimise violence and vandalism.

They were:

SCHOOLS: There was a need for all schools to apply common standards to their responsibilities and in their co-operation with transport providers, including the appointment of a teacher to oversee transport arrangements. It would also avoid aggravation arising from bus pass inspection if pupils were educated to regard passes as something conferring a valuable benefit, rather than part of a rule to which they were forced to submit.

COUNCILS: Issue of bold passes, preferably with photo, that are easy to inspect.

PARENTS: Through schools, local authorities, operators and perhaps even the media, parents should be made aware of the problems and their aid sought to reduce it.

OPERATORS: Should train drivers in customer care - including the psychological reasons for behavioural problems. Drivers needed guidelines in what 'rules' to apply, and how to apply them, and for all drivers to apply them in a consistent and non-discriminatory manner. In

particular, if passes are to be checked, this should be done as a matter of routine rather than sporadically. All rules should be kept to the minimum with the object of making home-to-school journeys as pleasurable as possible for pupils. The latter might include playing suitable music. Pupils should be treated with courtesy in a friendly manner. Vehicles should never go out on service bearing evidence of vandalism, graffiti, etc as this sort of display of their work is the perpetrators' aim. Operators should be instrumental in the suggestions following for pupils.

PUPILS: Peer pressure is probably more effective than that of persons seen to be in authority. There would appear to be merit in appointing bus prefects (who, unlike drivers, can actually see who is causing trouble)



School problem: pupil advice could help operators find solutions

and having them make daily reports to the teacher with transport responsibility (ie not just when incidents occur). If operators and the local authority have any sort of bus user groups there should be pupil representatives on them. From such a forum, or by discussions with a representative body of pupils, operators should seek to ascertain what pupils see to be the solution to behavioural problems.

This may include discovery of what they perceive as the ideal journey or vehicle or driver. Acting on pupil advice as far as possible could be instrumental in discovering solutions to the problems besetting school transport.

THANKS to well-publicised accidents, and the activities of the BUSK (Belt Up School Kids) campaign group, the safety of pupil home-school transport is in the news.

Rather than the Regulations which the Government has chosen to introduce, BUSK is demanding a specific School Transport Act. It wants speed and route restrictions, the wearing as well as the fitting of seatbelts, and adult supervision. Indeed, without some form of supervision, the fitting of seatbelts is an expensive but wasted exercise.

A significant number of pupils are involved in "bussing". Scottish Office figures reveal that, throughout Scotland, more than one in five pupils receive free travel to and from school. Not surprisingly the proportion of pupils is higher in rural than urban areas. While 11 per cent of primary pupils were given free transport, this involved nearly one in three secondary pupils.

At the time of the last census, the majority of the 156,953 pupils transported daily used buses, while the proportion travelling in contract, as opposed to public, services increased from 55 per cent in 1990 to 62 per cent in 1995. That trend is likely to continue.

The Scottish Office acknowledged that "Fife has a higher than average percentage of secondary pupils receiving free transport due in part to the education authority's policy of centralising secondary provision in a relatively small number of large secondary schools." Thanks to current financial pressure, school closures are again on the agenda. This will inevitably increase the numbers of pupils being "bussed". Already a major undertaking, school transport will further increase.

BUSK and other campaigners have focused their attention on vehicle safety and the activities of 'cowboy' operators. It is in this spirit that Scottish police forces, in co-operation with the traffic commissioners and local authorities, mounted a series of spot checks on vehicles. Although one stopped by Lothian and Borders Police "had so many faults a report was submitted to the Procurator Fiscal about its road-worthiness", Chief Inspector McIlravia, Head of Fife Police Traffic Department, was "very pleased with the standard of most vehicles." He noted that "operators had co-operated fully with police when asked to rectify defects". None of these defects represented a serious threat to child passengers.

More significantly, almost a third of the 28 taxis in the Lothian and Borders area were found to be in breach of the conditions of their taxi licence, and one in Roxburgh reportedly had two worn tyres, one of which was of a different size to the others, and a headlamp rendered insecure by corrosion.

However, the press releases did not mention that one of the buses stopped in Border Region received a delayed prohibition notice not because of mechanical defect, nor because it was inherently unsafe, but because of a broken armrest, damaged during the school run by some of the very pupils about whose safety so much concern has been expressed. This resulted in the vehicle being expensively taken out of service until repairs could be effected.

This is not an isolated incident. Bus operators recount tales of vandalism and mayhem. While damage to seating is most common, pupils have set light to vehicles, used hair sprays as flame throwers and broken or wrenched out windows. To prevent pupils joy riding one operator hoses out luggage compartments before school journeys. It is small consolation that behaviour may be better in mornings than at the end of the school day. A recent West Lothian pupil stabbing apparently originated in an incident on a school bus.

Such behaviour is not confined to contract buses, as



Vandalism is not confined to contract buses, as any

Trouble on

Whether it be seatbelts or school transport produce coach operators. Historians says essential improve

anyone who has travelled on public services at the start and end of the school day will testify. The behaviour and total disregard for road safety displayed by pupils milling around roads and pavements close to many schools is a fair reflection of an attitude which does not improve when the bus is boarded. Incidents like ones recently described by a fearful Midlothian pensioner are all too common. She had her hair pulled by a teenager, one of a group who regularly shouted foul language, threw paper at passengers and jumped up and down the bus. SMT service 141 is not unique.

Teachers complain that they face increasing levels of misbehaviour and lack of respect, especially, but not uniquely, from secondary pupils. It is not surprising that such behaviour spills on to school transport. One in three secondary pupils is, after all, 'bussed'.

While one operator described the situation as "constant grief", local authority representatives seem more relaxed, often categorising incidents as localised and sporadic. Having let the contract, they appear to take limited responsibility for what happens thereafter.



One who has travelled on public services will testify

the buck and leave the school to shoulder the burden alone, without either support or resources.

Some authorities consider short-term supervision of pupil buses but only to tackle specific instances of persistent misbehaviour after the event. By then the damage has been done. BUSK is seeking routine adult supervision, although its public statements see this as a means of checking on the operation of the vehicle as much as children's behaviour. However, it is in this area that supervisors have, potentially, most to offer, even though those from the same areas as badly-behaved pupils are vulnerable to intimidation if they make their presence felt.

Bus drivers cannot be expected to watch for and check every sign of misbehaviour, as well as concentrate on their driving, especially if the vehicle is a double decker. Nor can they be expected to ensure seatbelts are actually worn.

Effective supervision costs money. Local authorities have limited budgets. Lothian Region's education department was unable to keep its transport costs within budget in part because routes which came up for re-tendering often had to be re-let at higher rates. Education departments will not welcome any increase in costs without extra funds.

If parents want operators who are not tempted to cut costs by cutting corners, who fit seatbelts and use modern vehicles, local authorities must be prepared to pay the market rate and tackle the problems caused by bad behaviour. Cut-price deals are superficially attractive, but are not in the long-term interests of the bus industry or the pupils themselves. Authorities get what they pay for. If they will not take reasonable steps to prevent it, they must be prepared to see the real costs of vandalism reflected in contract prices.

If operators are not allowed to put badly-behaved pupils off vehicles, local authorities must be prepared to monitor behaviour by providing supervisors, or exercise their power to withdraw bus passes, thus placing a clear

responsibility on parents for the behaviour of their children, as well as making alternative travel arrangements for them.

Parents do have responsibilities. Fife Police said "they should not forget that they have an important role to play in educating their children to behave properly on school buses." This is a view endorsed by the SSBA. Parents must realise that their responsibilities do not start and finish at their front door.

How many are like the irate parent who complained vehemently to an operator that the seats on his bus were not fire retardant after her daughter had been burned while involved in setting light to one? Such an attitude should not surprise us since it mirrors the complaints made by teachers of a lack of support from parents in dealing with bad behaviour in school. It is in the interests of parents to become actively involved in ensuring good behaviour on school buses, especially since school transport is a potential area of bullying out of the general reach of school discipline.

There is a need to improve the overall standards of school transport, and a continuing need to ensure that licensing authorities, education departments and police co-operate routinely and effectively to ensure they are maintained. This should not mask the need for improved behaviour on school buses. All those involved in school transport, not just the operators, but also the Government, local authorities and parents, must acknowledge their responsibility to ensure improved safety is matched by improved behaviour. That will cost money. Pupil transport can no longer be run on the cheap.

● Colin Wakeling is Principal Teacher of History at an Edinburgh High School. He has an interest in public transport

CEW

the Buses

pupil behaviour, home-to-school transport is a heated debate among teachers. Teacher Colin Wakeling says that extra costs will cost money

Although the Scottish School Boards Association (SSBA) recognises that parents may be held responsible for damage caused by their children, in practice, the operator is expected to carry the costs of repairs and loss of revenue within the contract price. Competitive tendering acts to depress prices. If operators are expected to cover such outlays themselves, it is hardly surprising they use "heritage" vehicles on school contracts, or cut costs in other ways. If legislation requires more modern vehicles, local authorities will have to budget for increased transport costs.

Education authorities generally approach such issues reactively. They expect schools to deal with the problem of bad behaviour on school transport in the first instance, with, or without police involvement. To a degree this may be realistic since schools have a degree of success in dealing with individual troublemakers.

Although schools do have a responsibility to educate pupils and ensure they understand the rules of safe travel, they can only be effective if they have the support of local authorities and parents. All too often both stand back, pass



DEALS AND DEALERS



SJ CARLTON

Neoplans are success of Hallmark

A MAJOR order by Hallmark of Luton for Neoplan coaches supplied by SJ Carlton of Hellaby has been supplied for the 1996 season. Registered N3 HMC to H9 HMC, the five-vehicle order comprises three super-exec high-line Cityliners and four Dennis Javelin GX-chassied Transliners.

The Cityliners are tri-axes for high-quality clients, including

Premier Division football teams, and follow an earlier delivery of similar vehicles. Their specification includes the usual Neoplan features plus a few extras to meet the expectations of this market sector.

Although the Transliner (above) is lower down the price scale in comparison, the bodywork incorporates an impressive range of standard features and benefits from

the latest modifications, which include improved entrance steps and a boost to mid-chassis luggage space thanks to the special high-frame chassis developed by Dennis for high-floor coaches such as the Transliner. In other respects the chassis is standard Javelin GX with Cummins C-series engine driving through ZF S6-85 six-speed manual gearbox.

KIRKBY

Silver first ne

Exec-spec B10M with 350 body joined six-vehicle operation

THE first new coach for Silver Fern Coaches of Carnforth is an executive-specification Volvo B10M with Plaxton Premiere 350 body.

Silver Fern was started in 1979 and currently runs six vehicles. "We started with light-



ROBIN HOOD

Wings flying high

WINGS Coaches of London has taken delivery of its first RH 2000 on the Mercedes-Benz 814D chassis.

Wings, a leading London executive coach company, had the coach fitted to full executive specification, including 16 leather upholstered seats, air conditioning, three

televisions, Shades servery, and toilet.

Fred Gritt, Wings managing director said: "Robbie said he wanted to build a midcoach to the standard and quality of the Kässbohrer Setra and, in my opinion, I think he's achieved it."

PLAXTON

Pointer/Darts 'best for

A NEW accessible bus service has been launched in north Devon, running between Barnstaple and Croyde. The service is operated by Red Bus, under contract to Devon County Council, and uses two low-floor Plaxton Pointers on Dennis Dart SLF chassis.

"Having easy access to public transport is as important in rural districts as it is in urban areas," says Tony Morgan, Red Bus Manager. "Devon County Council selected the Croyde route as one which it

would be appropriate to upgrade with fully-accessible buses and we won the tender to operate it using low-floor Pointers.

"The Pointer/Dart combination was chosen as being the most cost-effective accessible bus and also as being the right size for use on a route with some narrow sections of road and tight corners."

Croyde is a popular beach destination, and the accessible Pointers will make travel a lot easier for visiting families with





Fern's new buy

th Plaxton Premiere
as family-run
on in north Lancs

by Mike Morgan

weights," said Doreen Airey, a partner in the family-run firm along with husband John, daughter Susan and son-in-law Andrew Nicholls. "However, we switched to Volvos to get the reli-

ability we needed with the mileages we were covering.

"This new coach has reclining seats, toilet and video. Customers expect this standard of specification when hiring a good quality coach."

The new Volvo is used on a

range of excursion and private hire duties, in both Britain and mainland Europe.

"We're very pleased with it," said Mrs Airey, "and so are our customers."

Although this is Silver Fern Coaches' first new Volvo, in the

past it has been regular a buyer of modern used B10Ms from Kirkby.

● The photograph shows (left to right) Noel Armitage of Kirkby, along with John Airey, Andrew Nicholls and Andrew's son Daniel.



accessibility'

young children. It will also bring benefits to Croyde residents who use the Red Bus service to visit Barnstaple.

Red Bus runs 90 buses and coaches, mainly in the Bideford, Barnstaple and Ilfracombe areas. These are its first Plaxton Pointers. They are 36 seaters, with 33 fixed seats and three tip-up seats to the rear of the front nearside wheelchair. This space can be used to accommodate a baby buggy, a shopping trolley or a wheelchair.



NORTHERN COUNTIES

Tri-axle Volvo decker is star at rally

STAR attraction at this year's Bus and Coach Wales '96 Rally at Barry Island was this new three-axle Volvo destined for Hong Kong Citybus, which attended the rally en route from Northern Counties at Wigan, for delivery to Hong Kong. Its appearance at the Barry Island event coincided with the attendance of Citybus

managing director Lyndon Rees, making a return visit to his native South Wales.

The event, organised by the Cardiff Transport Preservation Group, and sponsored by the Cardiff Railway Company, attracted over 250 vintage and modern vehicles, and over 8,000 visitors.



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AEC



AEC/PLAXTON, 1978, 760 ZF, 57 seats, power door, re-trim, test September**£3,500 + VAT ono**
AEC/PLAXTON, 1976, 760 ZF, 53 seats, express door, re-panelled, test December**£3,000 + VAT ono**
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 (63509/AEC)

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BEDFORD



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 (63663/BE)

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330 Turbo, 29 seater, Telma, Eberspacher, power steering, power door, soft trim, engine rebuilt, clutch, brakes, king pins, new front tyres, exterior white, interior grey/blue, tested February '97.
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 (Essex)
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BEDFORD YMT DOMINANT EXPRESS, 1979, tested to October '96, 53 retrimmed seats, very clean and straight vehicle owned by us from new, **£2,250 + VAT**. Tel. Jaronda Travel on 01757 268229 (N. Yorks). (63667/BE)

1979 BEDFORD YMT DUPLÉ DOMINANT II, 53 seater, air door, runs well, cream exterior, red interior, 1 year's MoT, **£2,500 + VAT**. Tel. 01385 774155/01895 822441. (63644/BE)

BEDFORD, D reg, YMPs, 35 recliners, aircraft lockers, tables, very clean and tidy, long MoT, **£24,950 + VAT**. Tel. 0121 558 0087. (63641/BE)

BEDFORD

1974 DOMINANT I, 53 seats, express doors, Mk IV Dominant front, tested May '97, **£2,000 ono**. **1978 DOMINANT II**, 53 seats, express doors, top sliding window, new gearbox, good engine, tested February '97, **£3,200 ono**. Tel. 01386 792426 or 01386 792349. (63632/BE)

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1988 BOVA FUTURA DAF

49 recliners + toilet, courier seat, tea/coffee machine, blue interior, MoT April '97, vgc.
Tel. 01485 532349
 (63595/BO)

1985 BOVA FUTURA, 49 recliners, centre toilet, boiler, radio/cassette/PA, new clutch Dec '95, PP, excellent tyres, taxed and MoT November '96, good all round condition, ready for work, **£33,500 + VAT**. Tel. 01745 853251 (Prestatyn, North Wales). (63543/BOV)

BOVA, 1984 Futura, completely refurbished interior, very smart looking coach, fridge, TV, drinks, wc, bunks, Webasto, Telma, double glazed, long MoT, **£32,000**. Tel. 01268 783878 (Essex). (63655/BO)

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 (63665/DAF)

DAF

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|-------|-------|------------|-------|--------------|---------|---------|--------------------|----------------|
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| Merc | 609 | R/Burgess | 23 | Coach | June 88 | June 96 | £15,000 | SOLD |
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| Merc | 507 | R/Burgess | 16 | Coach | Nov 88 | Aug 96 | £10,500 | £8,750 |
| Merc | 609 | M 2 M | 24 | Coach | Jan 89 | Oct 96 | £16,000 | £13,500 |
| Merc | 407 | R/Burgess | 15 | Coach | Mar 89 | May 97 | £9,000 | SOLD |
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| Merc | 609 | R/Burgess | 20 | Bus + 6 | Sept 89 | June 96 | £15,500 | £14,000 |
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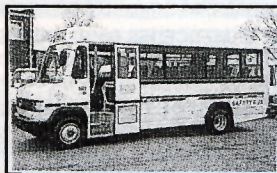
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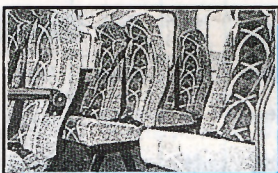
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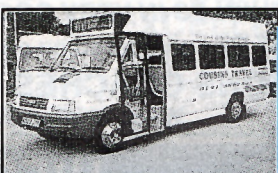
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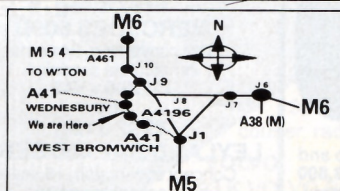
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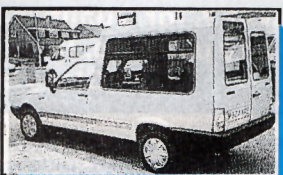
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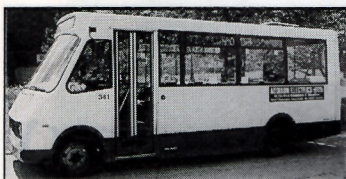
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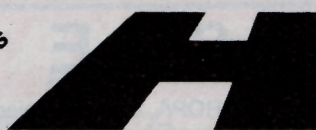
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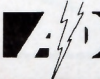


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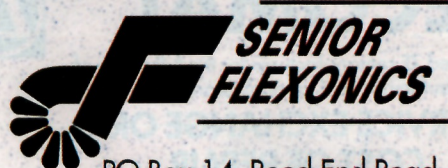
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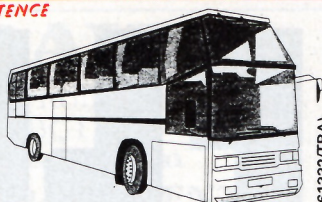
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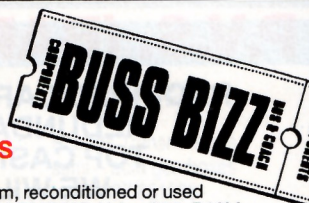
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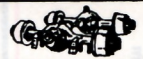
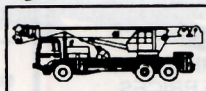
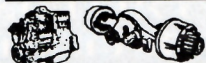
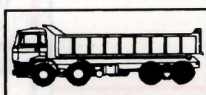
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THAMES TRANSIT LTD OPERATIONS MANAGER - OXFORD TUBE

Applications are invited for an Operations Manager who will be responsible for managing over 30 vehicles and 70 staff on our Oxford to London service.

You will need excellent staff management skills with the ability to motivate and be able to demonstrate an aptitude to continually improve the quality of service.

An attractive salary and conditions package is available for the right candidate.

Applications in writing including CV to:

P. Jeffery - Managing Director
Thames Transit Ltd

Horspath Road, Cowley, Oxford, OX4 2RY

Closing date for applications is 6 July 1996.

(63807/APP)

COMPUTER PROGRAMMER

E P Morris & Co provide specialist computer services to the Bus & Coach industry. Continuing demand for our software packages developed over the last 8 years has led to a vacancy for an additional person with Visual Basic programming ability who is prepared to join in all aspects of systems development, installation and support.

The successful applicant will have a sound knowledge of programming within PC operating systems. Familiarity with networks and experience in all areas of software development - and understanding of Clipper - would be an advantage.

The remuneration package will depend upon experience and demonstrable ability. Opportunities for further career development will arise within the company.

Applications in writing to include full CV (advising current salary and availability), to the Company Secretary, E P Morris & Co Ltd., 39 Freeth Street, Birmingham B16 0QS.

(63617/APP)

▼ Manufacturing

Engineering chief at UVG

Ex-Marshall director's new job

by Mike Morgan

JOHN Myers brings over 30 years of industry experience to his new post as engineering director with UVG of Waterlooville.

He was previously with Plaxton, Alexander and, most recently, Marshall Bus.

At Marshall he was the director responsible for the development of its super-low-floor Mini Bus and his move coincides with the impending launch of UVG's own SLF products.

When with Alexander in Falkirk Mr Myers was engineering support manager responsible for the Mercedes-Benz articulated bus for GRT and special projects such as the three-axle double deckers for Singapore.

Earlier he was senior designer for Plaxton projects including the first semi-integral rear-engined coach manufactured in England.



John Myers: years of experience

▼ Bus

LTB appointment

LONDON Transport Buses (LTB) has appointed **Brian Everett** procurement director. Mr Everett, 60, a former regular RAF officer, will oversee the £500 million worth of contracts annually among the 32 operating bus companies in London, in addition to monitoring safety standards and performance. Since leaving the RAF in 1985 he worked for Westminster City Council, was chairman of a group specialising in city centre car parks, and joined London Transport Buses (now LTB) as contracts commercial manager in 1991.

▼ Coach, bus and rail

Rural transport post

AS the first phase in implementing a new programme of public transport initiatives, Norfolk County Council has created the new post of senior public transport assistant (rural developments), which has been partly funded by the Rural Development Commission. This position has been filled by **Elizabeth Rushmore**, who will be developing and implementing rural transport initiatives and will also take a lead in establishing a community-based development partnership for the Norwich to Sheringham railway.

CBW



The PSV industry's news weekly

Payment (please tick as appropriate)

Coach and Bus Week

| | 1 year | 2 years | 3 years |
|--------------------|--------|----------------|---------|
| UK | £49.00 | £88.00 | £125.00 |
| Eire/Europe 1 year | £92.00 | Airmail 1 year | £124.00 |

Transit (Existing Coach and Bus Week Subscribers)

| | 1 year | 2 years | 3 years |
|--------------------|---------|----------------|---------|
| UK | £72.00 | £129.00 | £183.00 |
| Eire/Europe 1 year | £115.00 | Airmail 1 year | £147.00 |

Coach and Bus Week and Transit (New Subscribers)

| | 1 year | 2 years | 3 years |
|--------------------|---------|----------------|---------|
| UK | £121.00 | £217.00 | £308.00 |
| Eire/Europe 1 year | £164.00 | Airmail 1 year | £196.00 |

PLEASE ANSWER THE FOLLOWING QUESTIONS.

YOUR COMPANY DETAILS

1. What is your primary job title? (Tick one only)

- Owner/Director ☐ 01
 Senior/General Manager ☐ 02
 Engineering/Service Manager ☐ 03
 Other (please specify) ☐ 04

2. What is your company's main business function?

- Bus Operator ☐ 01
 Coach Operator ☐ 05
 Coach & Bus Operator ☐ 02
 Local Government ☐ 03
 Other (please specify) ☐ 04

SUBSCRIPTION ORDER FORM

Coach and Bus Week is the news weekly for coach and bus operators. *Transit* provides vital analysis of, and information on, the UK public transport scene every fortnight. Together they make an unbeatable and invaluable package. All annual subscription rates include delivery by first class post. It is important to fill out all parts of this form. NB: *Transit* is not available on subscription without *Coach and Bus Week*.

3. How many vehicles does your company own/operate?

(Tick all that apply)

- | | Buses | Coaches |
|----------|-----------------------------|-----------------------------|
| 1-5 | <input type="checkbox"/> 01 | <input type="checkbox"/> 10 |
| 6-10 | <input type="checkbox"/> 02 | <input type="checkbox"/> 11 |
| 11-15 | <input type="checkbox"/> 03 | <input type="checkbox"/> 12 |
| 16-25 | <input type="checkbox"/> 04 | <input type="checkbox"/> 13 |
| 26-39 | <input type="checkbox"/> 05 | <input type="checkbox"/> 14 |
| 40-100 | <input type="checkbox"/> 06 | <input type="checkbox"/> 15 |
| 101-400 | <input type="checkbox"/> 07 | <input type="checkbox"/> 16 |
| 401-1000 | <input type="checkbox"/> 08 | <input type="checkbox"/> 17 |
| 1000+ | <input type="checkbox"/> 09 | <input type="checkbox"/> 18 |

4. Do you have responsibility for the recommendation/purchase and/or specification of the following?

(Tick all that apply)

- | | Pur | Spec | Rec |
|--------------------------|-----------------------------|-----------------------------|-----------------------------|
| Vehicles | <input type="checkbox"/> 01 | <input type="checkbox"/> 12 | <input type="checkbox"/> 23 |
| Parts/Spares | <input type="checkbox"/> 02 | <input type="checkbox"/> 13 | <input type="checkbox"/> 24 |
| Oil/Fuel | <input type="checkbox"/> 03 | <input type="checkbox"/> 14 | <input type="checkbox"/> 25 |
| Breakdown | <input type="checkbox"/> 04 | <input type="checkbox"/> 15 | <input type="checkbox"/> 26 |
| Insurance/Finance | <input type="checkbox"/> 05 | <input type="checkbox"/> 16 | <input type="checkbox"/> 27 |
| Fuel Cards | <input type="checkbox"/> 06 | <input type="checkbox"/> 17 | <input type="checkbox"/> 28 |
| Training | <input type="checkbox"/> 07 | <input type="checkbox"/> 18 | <input type="checkbox"/> 29 |
| Venue/Attraction Tickets | <input type="checkbox"/> 08 | <input type="checkbox"/> 19 | <input type="checkbox"/> 30 |
| Ferry Crossing | <input type="checkbox"/> 09 | <input type="checkbox"/> 20 | <input type="checkbox"/> 31 |
| Hotel Bookings | <input type="checkbox"/> 10 | <input type="checkbox"/> 21 | <input type="checkbox"/> 32 |
| Theatre Tickets | <input type="checkbox"/> 11 | <input type="checkbox"/> 22 | <input type="checkbox"/> 33 |
| Other (please specify) | <input type="checkbox"/> 34 | | |

5. What type of work does your company undertake?

(Tick all that apply)

- Private Hire ☐ 01
 Day Excursions ☐ 02
 British Tours ☐ 03
 European Tours ☐ 04
 Local Government Contracts ☐ 05
 Emergency/Breakdown Services ☐ 06

By cheque: I enclose a cheque for £ made payable to EMAP Business Communications.

By credit card: I authorise you to debit my Mastercard/VISA/

DinersClub/Amex card for the amount of £

Expiry date /

By invoice: Please invoice my company ☐

Card number:

Signed

Name

Job Title

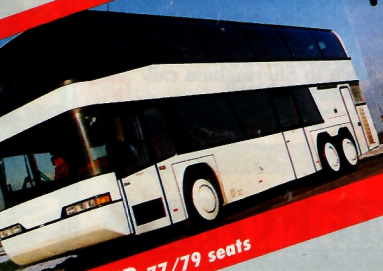
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Return to: Kerry Young, *Coach and Bus Week*, Subscription Department,
 EMAP Automotive Ltd., Wentworth House, Wentworth Street,
 Peterborough PE1 1DS
 or phone 01733 467051 today

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